

POSITION DESCRIPTION

Class Title: Telecommunicator
Department: Police (300)
Division: Administrative Services Bureau (Communications)
Pay Range: 12
Status: Not Sworn

General Purpose

The Telecommunicator is the first contact the public has with the police department. They are responsible for receiving, entering and dispatching calls for service. The operation is a 24-hour 911 Dispatch and Police Communication Center. Employees must be available to work various shifts, including holidays as directed by the schedule and perform other duties as assigned.

Supervision Received

Works under the supervision of the Communications Supervisor.

Supervision Exercised

Limited supervision is exercised only in the capacity of CTO

Essential Duties and Responsibilities

- Take emergency and non-emergency telephone calls for Police, Fire and EMS and dispatching them in an accurate and timely manner.
- Handle walk in citizens and assign call to PSA/Officer
- Monitor security screens
 - Silence alarms
 - Open doors/gates
 - Monitor cameras
 - Monitor intercoms
- Monitor TLETS screen
- Use TCIC/NCIC, SETCIC and JIMS to check for wanted subjects and/or property as well as enter vehicles, persons and articles
- Monitor internet for weather systems
- Monitor internet for hospital availability
- Radio duties include but are not limited to the following:
 - Dispatch Police/Fire/EMS/Life Flight
 - Multi agency coordination
- Records/clerical duties include but are not limited to the following:
 - Maintain written wrecker logs

- Maintain written Repossession and Private Property tow logs
 - Maintain Criminal History log
 - Chemical release sheets
 - House checks
 - Maintain current phone lists for area agencies as well as all departmental employees
 - Alarm permits
 - Warrants
- Activate Emergency Warning systems to include but not limited to:
 - Whelen
 - Silent tests
 - Actual Emergency
 - All Clear
 - CIMA
 - PIES
 - Tornado
 - Pager Tests

Peripheral Duties

Performs other duties assigned by the Communications Supervisor.

After hours contact for City services

Certifications to be obtained within first year of employment

TCIC/NCIC
TLETS/NLETS
JIMS
CPR
EMD

Desired Minimum Qualifications

- United States Citizenship
- At least 20 years of age at time of appointment
- High school diploma or GED
- Essential hearing and visual functions
- Applicant must be able to type at least 40 words per minute
- Applicant must have one (1) year experience handling multi-phone line systems
- Must be able to perform effectively under stress
- Previous experience operating multi-phone line system

- No convictions for Class B misdemeanor or higher, retroactive for 10 years. No conviction for any Felony; Driving while intoxicated or under the influence of drugs; assault involving family violence or any crime involving moral turpitude.
- Must have the ability to communicate effectively both verbally and in writing.
- Must have valid Texas Driver's License.

Preferred Experience:

One-year related job experience
Multi-frequency radio system experience

Tools and Equipment

Multi-phone system, Personal computer, copy machine; fax machine; 911 telephone system; TDD, other office equipment

Physical Demands

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, talk, and hear. The employee is frequently required to use hands to grasp, touch, handle, or feel objects, tools, or controls, and occasionally reach with hands and arms.

The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this position include vision and the ability to adjust focus.

Work Environment

Noise levels range from quiet to periods of excessive phones ringing from the various systems (911, non-emergency, Nextel) as well as radio traffic, the security system and Kohler alarm panel.

Selection Guidelines

Applicants shall be tested for typing skills and job related skills testing. After successfully completing the skills portion, applicants will go before an oral review board and ranked accordingly. After successfully clearing a background check,

polygraph test, written and oral psychological evaluation and physical, then an applicant may be permitted to start work.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Reviewed:

Department Head

Date